



Steven L. Beshear
Governor

Robert D. Vance, Secretary
Environmental and Public
Protection Cabinet

Timothy J. LeDonne
Commissioner
Department of Public Protection

Commonwealth of Kentucky
Public Service Commission
211 Sower Blvd.
P.O. Box 615
Frankfort, Kentucky 40602-0615
Telephone: (502) 564-3940
Fax: (502) 564-3460
psc.ky.gov

Mark David Goss
Chairman

John W. Clay
Vice Chairman

Caroline Pitt Clark
Commissioner

NEWS RELEASE

Contact:
Andrew Melnykovich
502-564-3940, ext. 208
502-330-5981 (cell)

WATER CUSTOMERS CAN GET NOTICE OF BOIL ADVISORIES *PSC offers automated e-mail notification*

FRANKFORT, Ky. (Jan. 11, 2008) – Customers of a water distribution utility regulated by the Kentucky Public Service Commission (PSC) now may sign up to be notified by e-mail whenever their water supplier issues a boil-water advisory as the result of a water main break or other problem.

The e-mail notifications will be issued automatically when a boil-water advisory is posted on the PSC Web site. Utilities are required to report the advisories to the PSC as they are issued. The PSC then places the information on the Web site.

Upon receiving the notification, customers may then contact the water utility to determine how long the advisory will be in effect.

PSC Chairman Mark David Goss said the notification system continues the PSC's efforts to use the Internet to make utility information available to everyone.

"Our Web site already contains a huge volume of information that consumers can access to learn more about the PSC or the utilities we regulate," he said. "This notification system takes the next step by sending important information out to utility customers when they need it."

The PSC has jurisdiction over 151 water systems – nine investor-owned companies, 120 water districts and 22 water associations. All are participating in the system.

Municipal water utilities are not regulated by the PSC and are not participating in the notification system.

A list of boil-water advisories issued in the last 72 hours may be found at this Web address: <http://psc.ky.gov/ors/boilwateradvisories.aspx>.

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The following information is provided for each advisory:

- The utility issuing the advisory
- When it was issued
- The location and number of customers affected
- A phone number to contact the utility

The Web page also offers customers the opportunity to receive the automated e-mail notification. Customers are asked to provide a ZIP code and then can choose from a list of regulated utilities serving that county. After selecting their utility, customers complete the process by providing an e-mail address.

The boil-water advisories are latest outage-related information to be made available on the PSC Web site. In the last two years, the PSC has made information on major electric and telephone outages available on the Web site as soon as it is received from the affected utility.

Goss said that the Web site is the best way for the public to stay informed about what the PSC does and an easy way to contact the PSC with comments or questions.

“It’s no longer necessary to come to Frankfort to read a case file or watch a hearing,” he said. “It also is very easy to submit a comment or inquire about a consumer-related matter.”

The PSC is an independent agency attached for administrative purposes to the Department of Public Protection in the Environmental and Public Protection Cabinet. It regulates more than 1,500 gas, water, sewer, electric and telecommunication utilities operating in the Commonwealth of Kentucky and has approximately 110 employees.